



**SURREY PUBLIC LIBRARY  
POLICY MANUAL**

# TABLE OF CONTENTS

## Preface

## General

---

- 1.1 [Library Governance](#)
- 1.2 [Library Board Meetings](#)
- 1.3 [Acceptable Conduct](#)
  - General
  - Human Rights
  - Respectful Workplace
- 1.4 [Human Resources](#)
  - Employee Code of Conduct
  - Health and Safety
  - Hiring
  - Staff Development
  - Electronic Communications and Social Media
  - Volunteers
  - Collective Agreement
- 1.5 [Finance](#)
  - General
  - Expenditures
  - Agreements
  - Disposition of Surplus Property
- 1.6 [Risk Management](#)
- 1.7 [Personal Information and Privacy](#)
- 1.8 [Copyright Infringement](#)

## Library Membership

---

- 2.1 [Library Membership](#)
  - Residents
  - Non-Residents
  - Other
- 2.2 [Suspension of Borrowing Privileges](#)

## Services of the Library

---

- 3.1 [Materials Circulation](#)
    - Loans
    - Renewals
    - Holds
    - Overdue Materials
    - Outstanding Accounts and Debt Collection
    - Parental Responsibility
  - 3.2 [READ-Ability Services](#)
  - 3.3 [Programs](#)
  - 3.4 [Meeting Rooms & Computer Learning Centres](#)
  - 3.5 [Community Information](#)
-

- 3.6 [Exhibits](#)
- 3.7 [Internet and computer usage](#)

### **Cooperation with Other Libraries, Agencies and Institutions**

---

- 4.1 [Cooperation with Other Libraries, Agencies and Institutions](#)
- 4.2 [Reciprocal Borrowing](#)
- 4.3 [Interlibrary Loan](#)
  - Borrowing from Other Libraries
  - Lending to Other Libraries
- 4.4 [Student Practicum](#)

### **Collections**

---

- 5.1 [Statement of Principles](#)
- 5.2 [Criteria for Selection](#)
- 5.3 [Access and Maintenance](#)

### **Communications**

---

- 6.1 [Communications](#)

### **Gifts and Fundraising**

---

- 7.1 [General](#)
  - 7.2 [Gift Acceptance](#)
  - 7.3 [Donor Recognition](#)
  - 7.4 [Sponsorship](#)
  - 7.5 [Naming Opportunities](#)
-

## **PREFACE**

The Surrey Public Library Board's policies governing Library operations have been compiled in this Manual for the use of Board members, staff and customers. The Manual is intended to ensure consistency in service throughout the Library system, to inform the public about the principles on which decisions are made, and to provide a base for the growth of new policies and plans for the Library.



## Policy 1.1 LIBRARY GOVERNANCE

---

Surrey Public Library operates according to the [Library Act of British Columbia](#) and is governed by a Library Board constituted according to the terms of the Act. Board Trustees are appointed by the elected representatives of the residents of Surrey to provide good governance, to act in the best interests of the City and the Library as a whole; and to carry out their responsibilities in a manner that enhances public trust and support.

The Surrey Public Library Board (hereinafter, “the Board”) consists of an uneven number of members, no fewer than five (5) and no more than thirteen (13). Board members are appointed by City Council and must be Surrey residents. The Board is composed of the Mayor of Surrey or designate from Council. The Chief Librarian is the ex-officio non-voting Secretary of the Board.

Surrey Public Library is recognized as a separate employer from the City of Surrey under the Labour Code of British Columbia.

The Board determines the purpose of the Library and secures adequate funding to carry out approved goals and objectives. The Board sets the Library’s strategic direction and approves budgets and plans as recommended by the Chief Librarian.

The Board determines and adopts policies governing the services and operation of the Library. The Policy Manual is periodically reviewed and revised or reaffirmed by the Board.

Surrey Public Library Policies are also subject to all related municipal, provincial and federal laws as well as the collective agreement with CUPE Local 402-02.

The Board is required to adhere to the City of Surrey Council Appointed Volunteer Code of Ethics and Confidentiality Agreement. Board members must respect the terms of the Confidentiality Agreement and may not enter into any activities that are a conflict of interest.

The Chief Librarian is appointed by and reports to the Board and is accountable to the Board for planning and recommending effective and efficient ways to meet community needs for Library service and for directing the activities of all departments to ensure that Library service is provided in accordance with Board policies and directives.

The Chief Librarian is the sole employee of the Board and all operational matters are delegated to the Chief Librarian. The Board supervises the performance of the Chief Librarian and ensures that he/she complies with all Board decisions, policies and all statutory and / or regulatory reporting requirements.

Revised February 28, 2019

## Policy 1.2 LIBRARY BOARD MEETINGS

---

Board meetings are held according to the terms of the [Library Act of British Columbia](#). The Board must meet at least six (6) times a year. The majority of all the members of the Board is a quorum.

### IN CAMERA MEETINGS

The Board may pass a resolution to close the meeting to the public if the subject matter being considered relates to:

- a) the security of the Library;
- b) personal information of an individual including an employee of the Library;
- c) the Chief Librarian's performance and pay review;
- d) proposed or pending property acquisition;
- e) labour relations or negotiations;
- f) litigation, potential litigation or other legal matters;
- g) any matter that would cause financial or economic harm to the Library, or to the relationship between the Library and the government or other public bodies; or
- h) any other reason as described under section 90 of the [Community Charter](#).

A motion to move in camera will include the reason for holding the meeting in camera and will include the following statement:

"The Board proposes a motion to move in camera pursuant to Section 90 of the [Community Charter](#) and specifically, \_\_\_\_\_(list the subsection of the Act that applies or general reason(s) as cited in the preceding paragraph.)"

Separate minutes of the in camera meeting are maintained, including all decisions made. The minutes of an in camera meeting are adopted within another in camera meeting, with the Board going in camera in order to adopt the minutes and moving out of in camera once this has been done. Minutes of the in camera meeting are available only to the Chief Librarian and members of the Board, subject to the provisions of the [Freedom of Information and Protection of Privacy Act](#).

Revised February 28, 2019

## **GENERAL**

Surrey Public Library is committed to being inclusive and welcoming to the broadest possible spectrum of the community. The Library seeks to provide a safe, healthy environment for its employees, trustees, volunteers, customers, contractors and visitors as defined by the Human Rights and Respectful Workplace policies adopted by Surrey City Council. Everyone who works in or uses Surrey Public Library is expected to conduct themselves in a manner that is supportive of this philosophy.

The Board has the authority to make rules for the use of Library facilities and to impose sanctions for breaches of acceptable conduct under the [Library Act \(RSBC 1996\)](#) Chapter 264, [City of Surrey By-law No. 13804](#) (Surrey Public Library Facilities Regulation By-law, 1999) and [By-law No. 12508 Schedule 24](#).

Individuals who do not adhere to the Acceptable Conduct Policy may be requested to leave the library immediately. Depending on the severity of the incident, individuals may be fined or banned from all Surrey Libraries by the Chief Librarian or designate under the City of Surrey Facilities by-law.

The following are prohibited on Library premises:

- Disruptive or unsafe behaviour that interferes with other people's ability to use the Library, or with the ability of staff to perform their duties. Examples of unacceptable behaviour include, but are not limited to:
  - Verbal abuse, threats or intimidation
  - Failure to cooperate with other users or with staff members
  - Running, loud noise or physical harassment
  - Habitual or prolonged sleeping
- Behaviour or activities that may result in damage to facilities, property, materials or equipment such as vandalizing or tampering with computers
- Monopolizing resources, such as materials or physical spaces, which are meant to be shared amongst all library users
- Consumption of alcoholic beverages, drug use, smoking or vaping
- Bringing animals, other than guide animals, into buildings
- Sexual misconduct such as exposure, offensive touching, offensive use of sensitive images viewed in the library, or sexual harassment of other users or staff
- Entering Staff Only areas without permission
- Leaving children requiring supervision unattended in the Library.
- Photography, filming or video recording of the public or staff, without prior approval from Library Administration
- Engaging in activities prohibited by law

Library users are responsible for their personal items while attending a Surrey Public Library facility. Surrey Public Library is not liable for lost or items left behind. Perishable or unsafe items left behind are discarded.

While attending a Surrey Public Library facility, it is the prerogative of parents or guardians to develop, interpret, and apply a code of acceptable conduct for their own families that is consistent with this policy.

## **HUMAN RIGHTS**

Surrey Public Library is committed to creating an environment that is free from any form of discrimination or harassment as prohibited under the [B.C. Human Rights Code](#).

All individuals are responsible for ensuring that their own conduct is in accordance with the B.C. Human Rights Code.

The Library will provide education and training about the policy to all employees and will provide a process for complaint investigation and resolution in accordance with the City of Surrey Human Rights Policy.

The Library will communicate its commitment to this Policy to trustees, volunteers, customers, contractors and visitors.

## **RESPECTFUL WORKPLACE**

Surrey Public Library is committed to providing an environment in which employees, trustees, volunteers, customers, contractors and visitors are treated with respect and dignity and can contribute to a productive, inclusive, and professional atmosphere.

Bullying or other aggressive or demeaning behaviour towards others will not be tolerated. As defined by Worksafe BC, bullying and harassment includes any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause the worker to be humiliated or intimidated. It excludes any reasonable action of an employer or supervisor relating to the management and direction of workers at the place of employment.

The Library will take reasonable steps to address the hazard by:

- Taking steps to prevent where possible, or minimize, workplace bullying and harassment.
  - Developing and implementing procedures for workers to report incidents or complaints of workplace bullying and harassment.
  - Training and educating all employees to recognize the potential for bullying and harassment, to respond to bullying and harassment, and to follow procedures for reporting and dealing with incidents and complaints.
-



The Library will provide an appropriate process to deal with complaints in accordance with the City of Surrey Respectful Workplace Policy.

All employees are accountable for creating and sustaining a respectful workplace. Management employees and supervisors have additional accountability for ensuring a respectful workplace. Employees that witness disrespectful behaviours have a duty to report these incidents.

Revised April 11, 2019



## **EMPLOYEE CODE OF CONDUCT**

Surrey Public Library expects its employees to carry out their duties honestly, ethically and without conflict of interest or breach of trust.

Employees must act lawfully and within the authorities of the Library Act and exercise a degree of care and diligence. No employee of Surrey Public Library shall:

- Engage in any outside employment, business or undertaking
  - that will, or is likely to, interfere with their duties with the Library
  - in which they will gain, or appear to gain a benefit of their position at the Library
  - that will, or is likely to influence or affect how they carry out their duties with the Library
- Participate in activities that contravenes the law, including the BC Human Rights Code, the Library Act, associated regulations and Library policy
- Discriminate, intimidate, harass, verbally or physically abuse others
- Prejudice the provision of service or services to the community
- Accept gifts, favours, commission, or reward from any person business, organization, or corporation that is intended to influence the employee's performance of their Library duties
- Use or request the use of Library property for personal convenience or profit
- Make public statements unfairly attacking or reflecting negatively on the Library, Board or employees

Staff are expected to:

- Give their full attention to the business of the Library while on duty
- Ensure their work is efficient, economic, and effective
- Carry out lawful directions provided to them by those with authority to give such directions
- Abide by the requirements of the Library Act and this Employee Code of Conduct and shall endeavour to resolve interpersonal disputes in good faith
- Report alleged breaches of the Code of Conduct to the Chief Librarian or designate

## **HEALTH AND SAFETY**

Surrey Public Library seeks to provide a safe and healthy work environment for its employees in accordance with the Workers Compensation Act and WorkSafeBC Occupational Health & Safety Regulation. To achieve this, the Libraries will establish and maintain an occupational health and safety program designed to prevent injuries and disease. The Libraries will provide workers with adequate instruction in health and safety and for addressing unsafe situations in a timely and effective manner. All workers and service contractors are required to work safely and to know and comply with safe work procedures and guidelines.

Employer responsibilities include establishing a health and safety program, conducting annual reviews, training supervisors and providing a safe and healthy work environment.

Supervisor duties include providing health and safety orientation to new workers, providing ongoing training to workers, taking part in inspections and investigations, reporting any safety or health hazards and correcting unsafe acts or conditions.

Worker responsibilities include learning and following safe work procedures, correcting hazards and reporting them to supervisors, participating in inspections and investigations when required, using personal protective equipment where required and making recommendations to improve the health and safety program.

## **HIRING**

The Surrey Public Library is an Equal Employment Opportunity Employer. The Library will ensure that every applicant and employee is treated equally with dignity and respect. All appointments to positions within the Library shall be based on the required knowledge, skills and abilities. The Library will ensure that recruitment and selection processes are in compliance with pertinent provincial and federal government legislation; e.g., concerning employment equity, human rights, and criminal record checks.

This policy shall also apply to promotions and transfers.

### **Hiring of Relatives**

Relatives of employees can be appointed to positions providing there is no real or perceived potential for any family member to exercise influence or direct administrative control in the working relationship over their relative's performance evaluation, special permissions, potential for promotion, or condition of work. (Relative is defined here as biological or legal parent, sibling, child, grandparent, grandchild, cousin, uncle, aunt, niece, nephew, guardian, ward, spouse and in-laws).

Friends and relatives of the applicant must remove themselves from the selection process.

This policy shall also apply in the event when two (2) employees of the Library become related under the definition stated above.

### **Criminal Record Checks**

All employees are required to have completed criminal record checks in accordance with the Criminal Records Review Act (RSBC 1996) Chapter 86 (CRRRA) as a condition of employment.

The Library requires external applicants to complete a criminal record check before hire.

The Library shall determine the relevance of a confirmed criminal record and reserve the right to subsequently deny any applicant employment opportunities with the Library.

---

For existing employees, the Library shall determine the relevance of a confirmed criminal record and, where possible, modify duties and/or transfer the employee to a position/location where they will not be in conflict with CRRA if such work is available. If no such work is available the Library may assist the employee in finding alternate, suitable employment elsewhere within the City of Surrey.

## **STAFF DEVELOPMENT**

To fulfil its commitment to provide high levels of service to its patrons and the community as a whole, the Library actively encourages development and job-related training for its employees. Staff are provided with development opportunities to help them maximize their contribution within their current roles and support their career development. Subject to budget considerations, the Library will consider funding reasonable staff development expenses such as fees for relevant association memberships, conferences, workshops and courses.

## **ELECTRONIC COMMUNICATIONS AND SOCIAL MEDIA**

Employees are responsible for the appropriate use of electronic communications devices while performing work. These devices must be used in accordance with local, provincial or federal laws that govern the use of these communication devices in Canada.

Surrey Public Library complies with the City's policies and practices on the use of electronic communications and social media.

## **VOLUNTEERS**

The Library values the contribution volunteers make to help build up and strengthen the community. Volunteers may use their expertise, resources and time in positions identified by the Library to enhance the quality of service and programs being provided to our customers. Volunteers are expected to abide by the same code of conduct as employees.

The Library endorses the position that no employee is to be removed or displaced in favour of an unpaid volunteer.

Library Board Trustees are appointed by Council and abide by the terms set out in the City's policies related to the Council appointed volunteers.

## **COLLECTIVE AGREEMENT**

Nothing in this policy should be construed as depriving employees covered under the Collective Agreement of their rights.

## **GENERAL**

The Library is financed according to the provisions of the [Library Act](#).

The fiscal year for Surrey Public Library runs from January 1 to December 31.

Unless otherwise directed by the City, monies remaining in the budget as surplus at the end of the fiscal year are carried over to the following year for use by the Library. Deficits at the year end are normally funded out of the following year's budget.

## **EXPENDITURES**

Purchasing decisions are made on the basis of price, quality, and availability of the goods or services. The Library complies with purchasing practices such as approvals, exemptions, reimbursements and engagement methods set out by the City. When authorized to use a personal vehicle for Library business, reimbursements will be at the rate considered reasonable by the Canada Revenue Agency.

Expenditures up to \$300,000 are approved by the Chief Librarian or authorized delegates. The Chief Librarian is responsible for the expenditure levels set for all Library staff.

Expenditures in excess of \$300,000 must be approved by the Chief Librarian together with a resolution from the Library Board.

## **AGREEMENTS**

Designated Library management staff are authorized signing officers of the Library and may enter into agreements and contracts for the supply of goods and/or services on behalf of the Library, subject to the expenditure limits authorized by the Chief Librarian.

## **DISPOSITION OF SURPLUS PROPERTY**

The Library may dispose of Library materials, equipment or furniture which are no longer required or appropriate for Library use. Methods of disposal may include: sale at a fixed price, sale by open or sealed bid, or transfer of property to the City.

Revised April 11, 2019



## Policy 1.6 RISK MANAGEMENT

---

The Library will make every reasonable effort to diligently safeguard its property, services, employees, volunteers and the public from risks.

The Library will ensure to the best of its ability that these risks are identified, evaluated and managed in coordination with risk management policies, practices and programs of the City.

Revised April 11, 2019

## Policy 1.7 PERSONAL INFORMATION AND PRIVACY

---

Library members' privacy is important. The collection, use, or disclosure of personal information is governed by the Freedom of Information and Protection of Privacy Act of British Columbia (FIPPA). By using Library services, members agree to be bound by the Library's terms of service.

### **Personal Information that Library Members Provide to the Library**

The Library collects and uses personal information in accordance with FIPPA to conduct library business, to provide programs and services, to evaluate and enhance services, and for fundraising purposes.

The Library collects personal information that members voluntarily provide in order to complete the requested library transaction and to make their experience more convenient, relevant and meaningful. The Library requests the following information in order to complete the requested transaction: name, address, payment information such as a credit card number and expiration date, billing address and other information required to process the transaction, such as birth date for age-related programs.

The Library does not compile, buy, sell, rent or trade mailing lists of our members to any organization, partner or other entity. The Library does not reveal any e-mail address information to third parties for independent use, unless required to do so by FIPPA.

Retention and disposal of personal information is in accordance with the City of Surrey's Retention Schedule and in compliance with FIPPA.

The Library does not keep records of answered reference questions that are linked to a specific member's name.

The Library provides choices to the member and obtains implicit or explicit consent with respect to the collection, use, and disclosure of personal information.

Children 12 years of age or older are generally assumed to be capable of exercising their own rights with respect to their personal information under FIPPA. Where children are incapable of exercising their right to access, correct, or disclosure of their personal information, their parent or guardian may do so on their child's behalf and only for the children's benefit.

The Library restricts access to members' personal information to employees based on their need for access to complete their responsibilities.

## **Sharing Information with Third Parties**

The Library does not sell, barter or disclose information about members to any outside companies. All personal information received from third parties such as credit card payments for services, applications and photographs, are held strictly confidential. Such information is used only for legitimate internal purposes and will not be released to any third parties unless specifically authorized by the individual submitting the information or unless required to do so under FIPPA.

## **Our Commitment to Data Security**

The Library employs reasonable and current secure electronic and managerial procedures to safeguard the information and to prevent the loss, misuse and alteration of any member's information collected.

The Chief Librarian is designated as the Head for the purposes of FIPPA and works in consultation with the City of Surrey for FOI requests.

## **Electronic Messages**

The Library seeks to manage and send commercial electronic messages in accordance with [Canada's Anti-Spam Legislation \(CASL\)](#). Individuals wishing to be informed about Library programs, services and activities must opt in. Notices sent to members concerning their account activity are essential to membership in the Library and are considered transactional and exempt under CASL.

As a registered charity, emails sent by or on behalf of the Library whose primary purpose is to raise funds for the Library are exempt from CASL's requirements.



## Policy 1.8 COPYRIGHT INFRINGEMENT

---

The Library encourages its members to conform to the provisions of the [Canadian Copyright Act](#) and the Public Library Copying Licence Agreement with Access Copyright (The Canadian Copyright Licensing Agency). Library staff will comply with the provisions of the Act and the Licence Agreement.

Notices warning about the risk of copyright infringement are posted at public and staff photocopiers in the Library. Copies of the Act are available on the [Copyright Board of Canada's](#) website.

The Library assumes no responsibility for infringements of copyright should they occur.

Revised October 24, 2019

## Policy 2.1 LIBRARY MEMBERSHIP

---

Library membership facilitates equitable and universal access to a broad range of knowledge, information and ideas. Membership supports the Library's vision, mission and values.

Library membership is free to residents of Surrey according to the terms of the [Library Act of British Columbia](#). Membership is also free to some non-residents. Requirements include current identification and proof of residence. The types of identification and proof of residence accepted are reviewed periodically and posted on the Library's website.

Lost cards may be replaced for a fee for general and agency members. Child members are entitled to two free replacements, after which a replacement fee will apply.

### **SURREY RESIDENTS**

#### **General Cards (Adults)**

General cards permit use of all aspects of the Library's collection and services and are available to most adults.

#### **General Cards (Teens)**

Persons between the ages of 12 – 18 are registered for a general library card using acceptable identification. General cards for teens permit use of all aspects of the Library's collection and services, except films limited by BC Film Classification Office. Responsibility for the teen's use of the collection and services rests with the parent or guardian. Cards issued to teens are covered by privacy regulations, unless there are fines or other charges owing.

#### **Child Cards**

Children 11 years of age and under are registered as child borrowers, requiring a parent or guardian to co-sign and acknowledge responsibility for borrowed material. Child cards require government-issued identification which confirms that the child resides at the same address as the parent or guardian. Child cards permit use of all aspects of the Library's collection and services, except films limited by BC Film Classification Office. Responsibility for the use of the collection and services of the Library rests with the parent or guardian. A General card is issued on or after the child's 12th birthday.

### **NON-RESIDENTS**

#### **Agencies**

Any business or other organization which pays for a business license in Surrey. Responsibility must be authorized by a signing officer of the business or organization.

#### **Taxpayers**

Persons and families residing outside Surrey but owning property or a business within Surrey. Proof of ownership of a business in Surrey is required.

**Students**

Persons attending an educational institution within Surrey. Proof of registration at the eligible educational institution is required. Students' Library cards expire after one year from date of issue.

**Residents of Public Library InterLINK Services Area**

Residents from the InterLINK geographical area are entitled to the same privileges and subject to the same regulations as Surrey residents. Public Library InterLINK members access online subscription databases through their home library website.

**BC OneCard Members**

Members of Libraries participating in the [BC OneCard](#) program. Proof of membership from their home library is required. [BC OneCard](#) members are restricted from borrowing book club kits, energy meters, AV materials, from placing holds, and from requesting interlibrary loans. [BC OneCard](#) members access online subscription databases through their home library website.

**Visitors**

Visitors who do not fall into one of the exemptions noted above may obtain a Library card for a non-refundable fee and with acceptable identification. Visitors' Library cards expire after three months or one year from date of issue.

**OTHER****Access Card**

Available to Surrey and Public Library InterLINK area residents experiencing financial barriers and/or who due to life circumstances - such as homelessness, living in transition, being refugee or new to the country - are not able to provide acceptable identification or proof of residence. The card permits limited borrowing privileges.

**Internet Only Card**

Available to those who do not meet the criteria for membership. The card permits internet and computer access with no borrowing privileges.

**City of Surrey Employees**

Employees of the City of Surrey are eligible for a card. Proof of employment is required.



## Policy 2.2 SUSPENSION OF PRIVILEGES

---

Borrowing privileges are suspended when a customer exceeds maximum allowable fines, is issued an invoice for the replacement cost of a lost or damaged item or a Collection Agency warning, or violates other Library policies, unless an alternate agreement has been made.

Members who have filed for bankruptcy and received a discharge shall have any outstanding balances on their Library accounts removed upon presentation of documents.

Revised May 23, 2019

## Policy 3.1 MATERIALS CIRCULATION

---

### LOANS

Members may borrow materials from and return them to any branch of the Surrey Public Library system, to any [Public Library InterLINK](#) Library, or participating [BC OneCard](#) Library. eResources can be accessed through the Library's website and are automatically returned at the end of the loan period.

The Library sets loan periods to provide reasonable and equitable access to Library materials and to ensure the return of items. Loan periods are reviewed from time-to-time and are made public on the Library's website.

Materials in heavy demand, are given shorter than usual loan periods. Where the size of and demand for a collection warrant it, the number of items loaned to a member at one time may be restricted.

To provide prompt service on an equitable basis to all members, reference materials are generally non-circulating.

### RENEWALS

If no holds have been placed on an item, it may be renewed twice for the normal loan period. There may be exceptions on collections.

### HOLDS

Holds may be placed on catalogued items that are circulating or in other branches, and on items requested for purchase or on order. Holds may not be placed on Inter-Library Loan items from other institutions. Resources are shared equitably by limiting the number of holds that each member can have at one time. There is a fee for non-pickup of holds. This fee does not apply to eResources.

### OVERDUE MATERIALS

The Library determines the fines and charges associated with the borrowing of Library materials. Fines and charges are reviewed from time-to-time and are made public on the Library's website.

READ-Ability members, Access Card holders and children's books borrowed by children aged 0 - 11 are not subject to overdue fines. As a courtesy, the Library provides notification of overdue materials. Notice is also given of long overdue material prior to an account being forwarded to a collection agency.

### OUTSTANDING ACCOUNTS AND DEBT COLLECTION

If a member does not pay their outstanding debt, the Library may forward the account to a collection agency. Collection agency accounts must be settled before borrower privileges are reinstated. To

foster inclusion and access, the Library reserves the right to make payment agreements with members or waive account charges depending on individual circumstances.

## **PARENTAL RESPONSIBILITY**

The Library does not usurp authority by restricting materials available to children, except videos rated Restricted by the Canadian Home Video Rating System (CHVRS), which are not loaned to those under the age of 18.

Revised June 27, 2019



## Policy 3.2 READ-ABILITY SERVICES

---

READ-Ability Services provides access to alternate formats for people with perceptual disabilities (including visual, learning, and physical disabilities), developmental disabilities, or people with health or age-related issues that make it difficult for them to use regular library services.

The Copyright Act of Canada provides guidelines regarding the borrowing of materials protected under the Act:

### **CANADIAN COPYRIGHT EXEMPTION**

Access to the READ-Ability collection is available only to people with perceptual disabilities, defined under the provisions of the Copyright Act of Canada, as follows:

- Learning disability: An impairment relating to comprehension
- Physical disability: The inability to hold or manipulate a book
- Visual disability: Severe or total impairment of sight or the inability to focus or move one's eyes

### **INTERPRETING THE COPYRIGHT ACT**

The Copyright Act defines a perceptual disability as one that prevents or inhibits a person from reading a work in its original format. It does not apply to reading difficulties that result from low literacy levels or developmental disabilities.

### **HOME DELIVERY**

READ-Ability Services offers delivery of library materials directly to eligible Surrey residents, including persons confined to a private residence, institution, hospital or care facility for three months or more as a result of ill health, or physical, visual or age-related disability. Seniors without transportation also qualify.

### **SERVICE ANIMALS**

The Library welcomes service animals that are needed to assist people with disabilities.

Revised June 27, 2019

Surrey Public Library offers a wide range of programs to the community. Programs are designed to fulfill one or more of the following functions:

- a) Advance the Library's mission, vision and values;
- b) Promote the Library's collections;
- c) Engage the community with literacy, learning and creative opportunities;
- d) Develop partnerships with community organizations where appropriate;
- e) Promote equal access to learning opportunities and experiences;
- f) Raise community awareness of, support for, and use of the Library; and
- g) Encourage the benefits of reading, literacy and life-long learning.

Programs organized by the Library are open to the public, but when necessary, numbers may be restricted, and registration required.

Programs offered in partnership with community organizations must be aligned to the Library's mission, vision and values; and comply with applicable federal, provincial and municipal laws.

When offering food and drink at programs, the Library will endeavor to provide healthy options.

Speakers may receive honoraria with prior Library approval.

The Library may charge fees to recover costs associated with planning and implementing the programs. Children's programs are offered free of charge.

Reference made in programs to any specific products or services does not imply endorsement of those products or services by the Library. The activities, beliefs or opinions of the speakers expressed in the program do not necessarily reflect those of the Library.

Revised June 27, 2019



## Policy 3.4 MEETING ROOMS AND COMPUTER LEARNING CENTRES

---

The Library's meeting rooms and Computer Learning Centres (CLCs) are primarily intended for Library purposes, including programs conducted, initiated or co-sponsored by the Library. When the Library does not require the meeting rooms or CLCs they may be rented by community organizations, businesses, government agencies or individuals for meetings and programs.

Renters agree they will comply with applicable federal, provincial and municipal laws, including the [Library Facilities Regulation Bylaw 13804](#) in their use of Library facilities. Activities must be conducted in a manner consistent with the Library's Acceptable Conduct Policy and any other applicable Library policies.

Library meeting rooms and CLCs may not be rented for activities:

- that are likely to result in more than normal wear and tear, or cause misuse or damage to Library property;
- that may cause disruption to Library operations, services or library staff or public;
- that are likely to create hazardous conditions to attendees, library staff or public;
- that require ongoing storage of renter's items;
- that require a permit and/or prior Library approval, such as the service of alcohol, where the relevant permit or approval has not been obtained;
- that include the consumption of alcohol during regular Library service hours;
- that violate the [B.C. Human Rights Code](#) which guarantees that no person shall be discriminated against "because of the race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age of the person or that group or class of persons;" and
- that violate the Criminal Code of Canada which prohibits the communication of statements that incite or willfully promote hatred against an identifiable group.

Rental of Library spaces does not imply endorsement of the group, its beliefs and activities. The Library reserves the right to deny or cancel meeting room or CLC rentals at any time.

When a Library building in its entirety is requested for a special civic or Library event outside of service hours, or if an event such as filming requires the closure of the Library, written permission is required. Such requests are subject to approval from the board. If a special request is approved, additional costs such as security, janitorial service, liability insurance, special permits and any other exceptional costs must be paid by the renter. The fee to rent a Library building will be negotiated as part of the exceptional request that is presented to the Board.

Rental rates are reviewed from time-to-time and made public on the Library's website. Fees may be waived for co-sponsored Library programs or reasonable use by City of Surrey departments.

Non-profit agencies considering using the Library for the purpose of fundraising may book meeting rooms and confine their activities to the rented space. Solicitation of Library users is not permitted.

Revised June 27, 2019



## Policy 3.5 COMMUNITY INFORMATION

---

The Library provides space for community information that deals with informational, recreational, cultural and educational activities. Space may also be provided for displays and petitions on issues of importance to the community. When space is limited, information about Library programs and services is given priority.

All materials posted or displayed, and any petitions, are subject to prior permission from the Library. The Library does not accept information that contravenes applicable federal, provincial or municipal laws, and reserves the right to remove materials at any time.

Materials are made available in response to the diverse informational, recreational, cultural and educational needs of the community. These materials may represent varying points of view. They will reflect current conditions, trends, and controversies so that members of the community may inform themselves and make individual judgements. The Library does not endorse or promote particular beliefs or views, and the provision of space for community information does not imply the Library's endorsement of the viewpoint expressed therein.

The Library is guided by the [B.C. Human Rights Code](#), in providing access to materials. The Code guarantees that no person shall be discriminated against "because of the race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age of the person or that group or class of persons."

The Library does not participate in partisan politics nor take an advocacy role on issues outside the library world.

The Library will respond on a case-by-case basis to requests from groups to conduct interviews, surveys or petitions, taking into consideration:

- Availability, location and set up of space required
- Degree of library staff assistance or resources required
- Timing and length of activity requested
- Interference with library operations

Groups conducting interviews, surveys or petitions may not solicit or approach people in the Library without prior permission from the Chief Librarian or designate.

Library bulletin boards and display areas may not be used for direct fundraising by non-profit agencies.

Revised June 27, 2019

## Policy 3.6 EXHIBITS

The Library provides space for exhibits to provide exposure to the work of local artisans and artists.

Exhibitors must assume all risk for articles displayed and sign a release form prior to exhibits being displayed. Prices may not be posted, but the Library may provide exhibitor contact information.

Exhibits must align with the Library's mission, vision and values. The Library will not accept exhibits that contravene applicable federal, provincial or municipal laws, and reserves the right to reject any part of an exhibit.

Revised June 27, 2019

## Policy 3.7 INTERNET AND COMPUTER USAGE

---

The Library provides Internet access via public computers and WiFi as a complement to other information resources and to enhance access to online services. The Library reserves the right to impose computer usage time restrictions, limit user bandwidth or other restrictions at any time in order to provide equitable access.

The Library is committed to protecting people's privacy in its online services and abides by the City of Surrey [Web Privacy Code](#). Users must agree to the Terms of Use when logging on the public computers or accessing WiFi in the Library. Users that do not abide by the Terms of Use may be denied access to the service.

Parents or guardians are responsible for supervising their children's use of online services. Children's computer workstations are filtered.

The Library strives to balance the interests of users who wish to access information and the importance of protecting intellectual freedom, with the right of the public and staff to be in a safe, welcoming, and harassment free environment.

Revised June 27, 2019



## Policy 4.1

# COOPERATION WITH OTHER LIBRARIES, AGENCIES AND EDUCATIONAL INSTITUTIONS

---

The Library cooperates with other libraries, agencies and institutions in order to meet more fully the needs of the community. Only organizations aligned with the policies, mission, philosophy and priorities of the Library will be considered for cooperative endeavours.

Revised June 26, 2014



## Policy 4.2 RECIPROCAL BORROWING

---

Reciprocal agreements with other libraries are established and maintained in order to augment the services and materials of Surrey Public Library. The Library is a member of [Public Library InterLINK](#) which grants Library privileges to any resident of the participating Lower Mainland communities. The Library also participates in the [BC OneCard](#) Program.

## Policy 4.3 INTERLIBRARY LOAN

---

The Library follows the practices outlined in the [British Columbia Public Libraries Interlibrary Loan Code](#).

### **Borrowing from other Libraries**

Items that are not in the Surrey Public Library collection may be borrowed through interlibrary loan. Items published in the current or previous calendar year may not be requested for interlibrary loan.

Interlibrary loans may be requested by members with a valid Surrey Public Library card in good standing and members may request up to 5 interlibrary loans at one time.

There is no charge for this service unless the lending library charges fees, or if the item is coming from a library outside of Canada. Any fees are confirmed with members before the item is ordered. Loan periods and renewal policies are set by the lending library.

### **Lending to other Libraries**

The Library does not allow interlibrary loan of reference books, microform, DVDs, music CDs, periodicals, newspapers, book club kits, items in high demand, or items published within the current calendar year.

No charges are levied to libraries within Canada.

Renewals may not be permitted if the materials on loan are in demand at Surrey Public Library.

Revised September 26, 2019



## Policy 4.4 STUDENT PRACTICUM

---

The Library cooperates with educational institutions where possible to place students enrolled in library-related courses to complete fieldwork assignments and special projects. Students are supervised by Library staff.

When considering such placements, the efficient and optimum operation of Library services is of prime importance and the Library reserves the right to refuse or discontinue any placement which unduly disrupts operations.

Library employees shall not be displaced by any student practicum and students shall not receive remuneration or be considered employees of the Library.

Revised September 26, 2019

## Policy 5.1 COLLECTIONS: STATEMENT OF PRINCIPLES

---

The success of a democracy is dependent on the full range of human ideas being accessible to all members of the community. Proponents of various points of view must be able to fully explore, express and communicate their points of view. These principles are guaranteed in the [Constitution Act, Part I, Canadian Charter of Rights and Freedoms](#). This charter protects the free expression of ideas and the private reading rights of individuals. The Library also endorses the [Canadian Federation of Library Association's Statement on Intellectual Freedom and Libraries](#).

The Library plays a key role in the realization of this democratic ideal by offering access to a marketplace of ideas that is diverse and inclusive. For this reason, the Library collection will be selected and maintained so that it enables members to find the Library materials and information that they want according to their free choice.

The Library welcomes members' opinions on materials and has in place a process for reconsideration of library materials. While people have the right to reject for themselves materials of which they disapprove, they do not have the right to restrict the lawful freedom of others. An item will be reviewed in terms of its compliance with the Library's Criteria for Selection.

Revised September 26, 2019

## Policy 5.2 COLLECTIONS: CRITERIA FOR SELECTION

---

The selection of all materials is guided by the principles defined in the Library's vision, mission and values.

Collections are developed in response to the diverse informational, recreational, cultural and educational needs of the community. Materials are included to meet demand, for their potential to foster or create interests, and to contribute to a balanced collection. Materials support interests of the local community rather than scholarly research and are selected in appropriate formats to enhance accessibility.

Materials are selected that represent varying points of view which are of current interest and future significance. Materials reflect current conditions, trends and controversies so that members of the community may inform themselves and make individual judgments. Particular beliefs, philosophies or viewpoints are not promoted, nor is the selection of any given item equivalent to endorsement of the viewpoint expressed therein.

The Library must balance the demand for availability of popular and recreational material with the responsibility to build appropriately comprehensive collections to meet the many and varied information needs of users.

Selection does not contravene the provisions of the [Criminal Code of Canada](#) with regard to the distribution of illegal material. The Library purchases only materials legally published, produced or sold.

The following criteria are considered for selecting material in all formats. An item need not meet all the criteria in order to be acceptable:

- Authority
- Clarity, quality, accuracy, logic and style of presentation
- Date of publication
- Relevance to expressed and anticipated community needs and interests
- Suitability of subject for intended audience
- Representative of notable trends, genres, cultures or movements
- Relationship to existing collection and other material on the subject
- Budget and space priorities
- Suitability of format for library use
- Attention of critics, reviewers and the public
- Reputation of the publisher or producer
- Availability
- Copyright

## Policy 5.3 COLLECTIONS: ACCESS AND MAINTENANCE

---

Materials are not marked or identified to show approval or disapproval of the contents. Videos rated as Restricted by the Canadian Home Video Rating System are labelled as such, in accordance with the Motion Picture Act of British Columbia. No items are sequestered except to protect them from damage or theft.

Deselection of material is a vital part of building and maintaining a diverse and responsive collection. Material is regularly deselected to keep the collection current, relevant to community needs and in a state of good repair. Deselection is based on the same guiding principles as selection.

Lost or damaged materials are replaced depending on the availability, cost and demand for the item. Materials in poor physical condition are placed in the book sale or recycled.

Revised September 26, 2019

## Policy 6.1 COMMUNICATIONS

---

Surrey Libraries strives to make its communications clear, timely, accurate, accessible and written in plain language. The Library is non-partisan and will not endorse or advocate the viewpoints or beliefs of any one political party, religion, organization, or group through its communications.

The public is increasingly using technology to communicate and expect to interact with organizations the same way. Wherever possible, the Library will use new communications approaches, balanced with using traditional methods, to reach and engage with our community.

### **Official Spokesperson**

The Chair of the Surrey Public Library Board and / or the Chief Librarian will be the spokesperson when statements on behalf of the Library are required.

The Board is the source of information for the media on corporate matters under discussion, such as how the Library is governed, legal and financial decisions regarding service expansion or reduction, policy or personnel. The Chief Librarian, or designate, will respond to requests for information about matters of established Board policy, service or procedure, or administrative and system-wide information about the Library.

These spokespersons may designate other representatives to speak on certain topics as appropriate. Employees will not speak on behalf of Surrey Public Library and/or the Board unless they have been asked to do so by the Chief Librarian.

### **Social Media**

The Library abides by the City of Surrey [Social Media Terms of Use](#). The Library is not responsible for any content that appears on its social media channels unless such content was created and approved by Surrey Public Library.

### **Communications**

Prior to dissemination, media releases and other promotional materials will be approved by the Chief Librarian or designate.

### **Crisis Communication**

The Library will make every effort to provide accurate and timely information in the case of a crisis or emergency affecting the Library. The Library will be open, accountable and accessible to all audiences while being mindful of legal and privacy concerns, and only communicate on known facts and avoid speculating on unknown details. In addition to distributing information, maintaining public confidence and safeguarding the reputation of Surrey Public Library are also goals of crisis communications.

## Policy 7.1 GIFTS AND FUNDRAISING: GENERAL

---

The Library is a registered charity under the Canadian Income Tax Act. Fundraising activities in the Library are only permitted for raising funds for Surrey Public Library.

Money raised through fundraising is used in accordance with the [Canada Revenue Agency guidelines](#) for registered charities.

Surrey Public Library subscribes to the [Association of Fundraising Professionals' Fundraising Code of Ethics](#) and the *Donor Bill of Rights*.

No Library revenues are donated to charities other than the Surrey Public Library Legacy Fund, held by the [Surrey Cares Community Foundation](#) or to other community foundations for the purpose of establishing new charitable funds in support of the Library.

With the exception of naming rights, the Chief Librarian may delegate authority to the Fund Development staff to evaluate, negotiate, and decline gifts and create and execute gift agreements with prospective donors in keeping with Library policies.

The Chief Librarian will seek guidance from the Board for gifts that fall outside the Library's fundraising policies.

### **THIRD PARTY FUNDRAISING**

Surrey Public Library welcomes third party fundraising involving independent projects undertaken by an individual, volunteer group, or organization for the purpose of raising funds for the Library. All third party fundraisers must comply with the Library's fundraising policies and guidelines for third party fundraising.

Third party fundraisers are solely responsible for the planning, promotion, and all expenses associated with the fundraising initiative undertaken. Third party fundraisers are also requested to notify Surrey Public Library in advance of fundraising efforts.

Revised October 24, 2019

## Policy 7.2 GIFT ACCEPTANCE

---

Surrey Public Library welcomes monetary gifts and gifts in kind that help the Library provide service to the community, in accordance with the vision, mission, and values of the Library.

Donors are issued charitable tax receipts for all eligible gifts, in accordance with [Canada Revenue Agency guidelines](#).

Any conditions attached to donations to the Library are subject to established policy and procedures, or are approved by the Library Board on a case-by-case basis. Some conditions requested by donors may make a donation ineligible for tax receipting according to [Canada Revenue Agency guidelines](#).

Donors may designate their gift to a variety of needs of the Library as identified by the Library.

The Library may decline gifts that are not in keeping with the policies of the Library or that do not enhance Surrey Public Library services.

Gift in kind donations made for the express purpose of adding to the Library's collections may be accepted when they have particular relevance for the Library and are appropriate for the Library's collections or public display. All gifts of personal and/or real property not slated for the Library's use are sold, except in the case of an express prior agreement with the donor.

Donors are required to pay all costs associated with making a gift to the Library, including, but not limited to: expenses related to appraisal fees, legal and accounting, and transaction and bank charges. Extraordinary expenses incurred by the Library in accepting a gift, including legal fees, maintenance, administration and disposition fees, are negotiated with donors at the time of acceptance and require prior approval by the Board if such expenses exceed more than 10% of the gift's value.

Revised October 24, 2019

## Policy 7.3 DONOR RECOGNITION

---

Surrey Public Library thanks all donors to show gratitude for their gifts and to build healthy long-term relationships with its donors. Recognition is timely, meaningful to the donor, appropriate, and equitable. Donors reserve the right to anonymity.

Recognition will be given to all individuals, corporations, services clubs, community organizations, and philanthropic foundations that make donations to the Library. Specialized recognition is also provided for sponsorships, fundraising events, campaigns, or grants as agreed upon or specified by the funder. Donor recognition conforms to guidelines set out by the Canada Revenue Agency for charities.

Unless otherwise mutually agreed to in advance, donors who make pledges qualify for recognition in the form of an announcement of their gift at the time the pledge details are confirmed, with final recognition of their gift once the entire pledge commitment has been completed.

Gift in kind donations receive recognition based on the established fair market value of the gift, and are recognized according to the same guidelines used for cash gifts.

Revised October 24, 2019



## Policy 7.4 SPONSORSHIP

---

A sponsorship is a mutually beneficial business arrangement between Surrey Public Library and another organization in which an external party contributes funds, goods, or services to the Library in return for recognition, acknowledgement, or other considerations.

Only organizations and arrangements deemed appropriate and compatible with the policies, vision, mission, values, and priorities of the Library are considered for potential sponsorships. The Library's reputation is considered in any agreement and the Library takes care to select partners who enhance the Library's image in the community.

While sponsorship involves an association between the sponsor and the Library, the Library does not officially endorse the sponsor or its products and services. Furthermore, the Library does not allow sponsorship agreements to give unfair advantage to, or cause discrimination against, sectors of the community.

The Library reserves the right to immediately terminate an existing sponsorship if the sponsor uses Surrey Public Library's name outside the parameters of the agreement, without prior consent, or if the sponsor develops a public image incompatible to the Library's service and values.

Any program undertaken by the Library and any of its sponsors must respect the Library's commitment to intellectual freedom.

Sponsors may not have any undue impact on the policies and practices of the Library or on the information provided by the Library (e.g. materials selection, purchasing or web content) or influence the goals and objectives of Library programs, nor require explicit endorsement of products or services.

Sponsorship agreements do not allow direct marketing of products and services, except where relevant educational material is promoted in conjunction with programs. The Library does not share user records with sponsors.

Sponsors' corporate names and/or logos may not have prominence over the Surrey Public Library name and/or logo. The Library reserves the right to determine the placement of such names and logos.

Authority to approve sponsorship agreements valued at \$300,000 or less rests with the Chief Librarian or designate.

Should there be a change in ownership or name or both of a sponsor during the term of the agreement, the Library reserves the right to immediately cancel the agreement if the new organization fails to meet any of the principles or conditions outlined in this policy, or in the contractual agreement.

Revised October 24, 2019

## Policy 7.5 NAMING OPPORTUNITIES

---

A naming opportunity must be consistent with Surrey Public Library’s mission, vision, and values and with the City of Surrey’s policies regarding the naming of city owned facilities.

New library branches are usually named according to the geographic location of the branch. If a library facility is relocated, the facility may be renamed to reflect the new location. Naming a library for a person or entity is unusual, but may be considered at the discretion of the Board to recognize the rare, unique, and substantial contributions of an individual or organization to the Library.

Naming opportunities within the Library (e.g. designation of rooms, special furniture, equipment, or discrete areas within the Library) may be considered within the parameters set in the sponsorship policy.

Donor’s names will not have prominence over the Surrey Public Library name and/or logo.

To maintain the value of naming rights, the Library recognizes the extraordinary contributions of volunteers or staff in unique recognition programs that do not involve the naming of buildings, their elements, or other tangible assets.

Revised October 24, 2019